What is claimed is:

1. In an information retrieval application, a method for detecting content holes, comprising:

parsing a content body into a plurality of concept nodes, including a first concept node;

determining a percentage of successful service interactions as a function of concept node; and

if the percentage of successful service interactions at the first concept node is below a predefined threshold, flagging a content hole.

2. An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing the method of claim 1.

3. In a defined information retrieval system, a method of charging for services, comprising:

determining a percentage of successful service interactions in a typical information retrieval system; and

determining a percentage of successful service interactions for services provided in the defined information retrieval system; and

billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system.

4. The method according to claim 3, wherein determining a percentage of successful service interactions for services provided in the defined information retrieval system includes:

parsing a content body into a plurality of concept nodes, including a first concept

node;

determining a percentage of successful service interactions as a function of each concept node; and

wherein billing as a function of the difference between the percentage of

5   successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system includes weighting successful interactions as a function of concept node.

10   5.   An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing the method of claim 3.

6.   In an information retrieval application, a method for detecting content holes,

15   comprising:

(a) parsing a content body into a plurality of concept nodes, including a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of the concept nodes;

20   (c) determining a percentage of queries as a function of the concept nodes;

(d) determining a percentage of documents as a function of concept node;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole is below a predefined threshold.

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7.   In a defined information retrieval system, a method of charging for services, comprising:

determining a number of successful service interactions in a typical information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in a typical information retrieval system over a period of time.

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